Nintendo®

PRODUCT RETURNS CHECKLIST

NINTENDO RETURNS AND WARRANTY REPAIR POLICY FOR SERIALIZED PRODUCT

SOFTWARE AND ACCESSORIES ARE NOT RETURNABLE UNLESS ORIGINALLY INCLUDED IN A HARDWARE PACKAGE

To determine hardware return eligibility, store associates should use Serial Number Lookup to find out when the system was registered.

This is a guide to help determine possible credit from Nintendo.
Please use your store's policy to determine if the customer's return is valid.

Age from registration or customer purchase date to the date returned to the store	Can the retailer return the product to Nintendo?	Can the customer get a warranty repair through Nintendo?
Less than 90 days	Yes	Yes
90 days to 1 year	No	Yes
Over 1 year or not registered	No	No, but the customer may contact Nintendo to set up a non-warranty repair

Note: The hardware serial number must be scanned at the time of the original sale.

For Serial Number Verification
scan the product in your Serial Number Lookup system.

Call **1-800-875-1852 (Nintendo Retailer Assistance Hotline)** for:
General Information, Product Checklist, Phone Stickers, Brochures, and Display Troubleshooting

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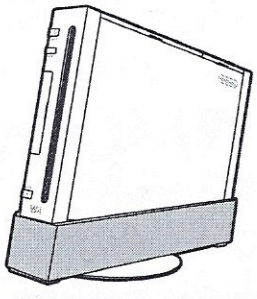
IMPORTANT RETURN STEPS

- Open all packages. Are all of the items listed on the side of the box present (Major and Minor)?
- Check the receipt for any additional items that came with the original purchase and must be returned with the system.
- Use the SIRAS Serial Number Lookup system to determine return eligibility.
- If there is no original packaging present you must properly package the system to prevent shipping damage.

CONSOLE SYSTEM

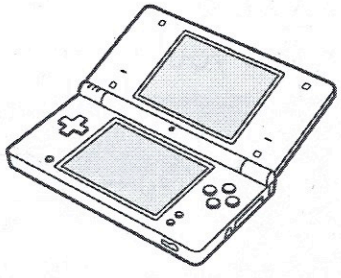
HANDHELD SYSTEM

MAJOR COMPONENTS

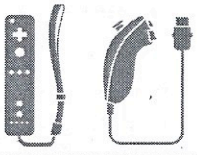


No credit if missing:
Game System

Make sure the color on the box matches the color of the system

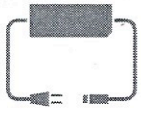


MINOR COMPONENTS



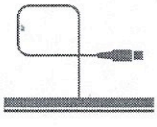
10% deduction for each missing item:
Controllers (Console System only)

Stereo A/V Cable
(Console System only)



AC Power Supply

Software
(if listed on package or receipt)



Other Accessories
(if listed on package or receipt)

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